State of Nevada Training Overview

This document outlines the training available to all state employees and the training requirements mandated by regulations. The table below outlines the departments and divisions that develop the different training classes listed in this document:

Division of Human Resource Management	Department of Administration
Office of Employee Development (702) 486-2663	Risk Management (775) 687-3187
Equal Employment Opportunity (775)-684-0104 or (702) 486-5294	

Agency Training:

Several agencies provide training specifically for their direct personnel. Please refer to your Agency's Personnel Liaison and/or supervisor for a list of agency specific training and requirements. Some agencies allow state employees outside of their agency to attend. If you are interested in a course provided by an agency contact the instructor for availability. The instructor's contact information is provided under the course listing.

Training Availability/Enrollment/Drop:

The State of Nevada offers courses both online and in the classroom.

Online

The online courses can be accessed through http://nvelearn.nv.gov. The e-learning website is accessible by anyone with a NEATS account, from any computer with Internet access.

The courses and resources provided through this site are designed to provide State of Nevada employees with access to mandatory, supervisory and general workplace skills training, and a variety of learning resources, all from the convenience of a computer with Internet access, 24 hours a day, 7 days a week.

The online courses are "open enrollment," meaning employees can take the class at their convenience, at work or from home. All that is necessary is that they obtain permission from their supervisor to take courses and set aside uninterrupted time to complete them. Participants register online by using their NEATS account User ID and password.

Steps to enroll in an online course:

1. Obtain permission from your supervisor to complete a course.

2. Go to the online site http://nvelearn.nv.gov.

3. Log into the system using your Nevada Employee Action and Timekeeping System *(NEATS)* User ID (not your employee ID number) and password. Your NEATS User ID can be found in the upper-right corner of your NEATS home page after you have logged in (see image below). Your password is the same as that used in NEATS.
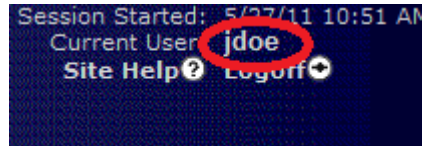

   When you log into this system for the first time you will be directed to a personal profile page. Complete the required profile information and then save it. You can then return to the e-learning home page by selecting link titled "Nevada e-Learning Home" in the upper-left corner of the page.

4. Click on "Course Catalog" under the main menu or on the hyperlink "Click here to select a course from the course catalog". All the course names will then be displayed. Click on the name of the course you would like to complete.

   - **Some courses are 'open enrollment' while others are restricted and require an "enrollment key."**

   - ****If you see a key symbol ( ) next to the course name the course may be for employees from specific agency and/or job classification and it requires an enrollment key from the agency sponsoring the course.****

   - **Course enrollment requirements and instructions can be viewed by clicking on the blue 'Summary' icon ( ) to the right of the course name.**

5. When you click the name of the course you would like to enroll in, the system will ask if you would like to enroll. Once you submit a "yes" response, the course topic list will automatically display.

   The online enrollment is used to track the number of participants pending to complete a course. Once you enroll in a course, the enrollment is active for 30 calendar days. After 30 calendar days your enrollment will expire and you will need to re-enroll and complete the class from the beginning.

Steps to "Drop" in an online course:

1. Go to the online site http://nvelearn.nv.gov

2. Log into the system using your NEATS User ID (not your employee ID number) and password

3. Navigate to the course topic page.

4. Under the "Administration tab" on the left hand side of the screen you will see the option to click on "Unenroll me from _____" (see picture below). Once you click on the unenroll link, the system will ask if you want to unenroll. If you respond "yes" and submit your answer, you will no longer be enrolled.
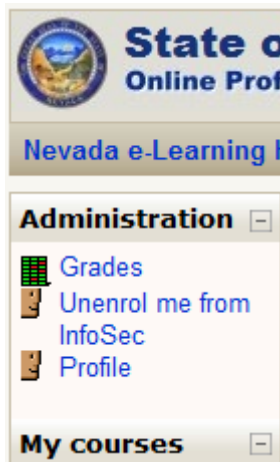
The ITS Help Desk provides technical support for the online E-learning website. The E-learn Help Desk is open Monday thru Friday from 8:00 am – 5:00 pm and can be contacted at 775-687-9099 or toll-free at 1-866-686-3281 (866-NVNEATS). or by email at ifs_hr_helpdesk@ifs.state.nv.us.

Instructor-led

The Instructor-led training (classroom) course schedules and availability are listed in the Nevada Employee Action and Timekeeping System (NEATS) under the "training tab" option.
https://neats.state.nv.us/NEATS/admin/Home.aep

Employees enroll for an instructor-led course through NEATS. The course schedules are posted for 6 months at a time; January through June, and July through December. Once you enroll in a course through NEATS, the request to attend will need to be approved by your supervisor. Please discuss your training requests with your supervisor and inform him/her once you enroll in NEATS to expedite the approval process.

For a detailed lesson on the NEATS training function go to http://dop.nv.gov/Training/NEATS-Employee-studentFinal.pdf

Steps to enroll in an instructor-led (classroom) course:

1. Go to the NEATS website https://neats.state.nv.us/NEATS/admin/Home.aep.

2. Sign into NEATS and click on the "Training" tab.

3. Click on double arrow symbol 〉〉 on the right side of "Student Schedule". The training task bar will appear.

Personal Tasks
View My Schedule
Browse Courses
Search Classes
View My Transcript

4. To view class availability select either "browse courses" or "search classes". The "browse course" function will list all courses alphabetically. The "search course" function will allow you to narrow your course search by agency, date and geographical location.

5. Once you locate the course title you would like to enroll in click on it and check for availability. Availability is listed under the status column.

- Open – enrollment is open

- Full – enrollment is at capacity

- Closed – class already occurred or is closed to enrollment

Availability in courses changes regularly, so check NEATS often if you are trying to enroll in a class that is full. Unfortunately, the system does <u>not</u> have a wait list function.

Status	Start Date	Start Time	Course
Closed	06/29/2011	8:30 AM	D.O.P. BASC SUPV - MOTIVATION FOR SUPV v2.0
Open	07/12/2011	12:30 PM	D.O.P. GEN DEV - THE FIVE (5) WAVES OF TRUST

6. Obtain permission from your supervisor to complete a course. NEATS will require your supervisor to grant permission to enroll in a course. Once it is approved the system will send you an email and it will appear under the "View My Schedule" tab.

It is important to track your training schedule. It is recommended to record your training schedule on your personal calendar. NEATS does not send out training reminders.

Unenroll/Drop:

If you are unable to attend a course, please drop yourself in NEATS. Dropping your enrollment will open availability allowing additional people to attend and ensure you do not receive a "No Show" on your training transcript.

If you are unable to attend a class, you need to unregister by "dropping" your enrollment.

Dropping your enrollment is very important for instructor-led courses because it opens up availability to other participants and helps the instructor prepare for the class. If you do **not** drop yourself from enrollment and you do **not** attend an instructor-led class, a "No Show" will be recorded on your training transcript.

Steps to "Drop" from instructor-led (classroom) courses:

1. Sign into NEATS

2. On the home page, go to the training section found on the bottom right side of the screen (see picture below). The number of upcoming classes you have scheduled will appear.

3. Click on the link "__ upcoming classes"

4. All upcoming classes you have scheduled will appear

5. Go to the class title you would like to unenroll from and scroll to the right-side of the screen and click on the "DROP" link.

6. Once you click on the "DROP" link, the system will ask "Are you sure you want to drop this class?" Click on "Ok" to drop from the enrollment.

7. NEATS will email with a dropped notification message

Training Credit

For agency's using NEATS, training records are maintained in the system. Training records can be viewed by accessing the NEATS training task bar, "view my transcript" function.

Most courses have training credit hours allocated to them. The training credit hours are determined by the instructor and/or sponsoring agency.

The State of Nevada, Division of Human Resource Management no longer has a training credit hour requirement for employees who are required to take classes under NAC 284.498 regulation. The regulation now covers specific topic areas and time stipulations (see mandatory training section below for details).

Steps to receive training credit for online courses:

1. Review all course material
2. Pass course final exam with required grade requirement
3. Complete the course evaluation
4. E-mail the following information elearn@admin.nv.gov

   a) The name of the course you completed
   b) Your name and agency
   c) Employee ID number (NEATS Payroll #)
   d) Contact phone number

5. The DHRM e-learning administrator will verify you have passed the course and enter your grade into NEATS. The online site is not linked with NEATS therefore grades are entered manually. Within fourteen calendar days from receipt of your email, your NEATS training record will be entered.

If you did not pass the final exam within the attempts allowed, you will need to contact the E-learn Helpdesk (775-687-9099 or toll-free at 1-866-686-3281 (866-NVNEATS) (elearn@admin.nv.gov) to reset the test.)

Once your NEATS training record is updated, you may print out a copy of your NEATS training transcript for your personal or agency training records.

If you work for an agency that does not use NEATS, select the "Grades" link under the "Administration" block on the Topic Outline page, and print out the page displaying your grade.

Download a printable Certificate of Completion for your personal records, or to provide to your training coordinator.

NOTE: NSHE (Nevada System of Higher Education) employees' official training records are not maintained in NEATS.

Steps to receive training credit for instructor-led (classroom) courses:

1. Attend course and complete an assignment, if applicable
2. Complete the evaluation for the course in NEATS and submit
3. Sign-into NEATS and go to the "Training" tab to complete the course evaluation
4. Click on the double arrow symbol 〉〉 on the right side of "Student Schedule". The training task bar will appear. Select "View My Transcript".

Personal Tasks
View My Schedule
Browse Courses
Search Classes
View My Transcript

5. Completed courses will appear. Then scroll to the right of the course to complete the evaluation. Submit your evaluation responses and training credit will appear on your NEATS transcript.

Completed Course History								
Course	End Dt	Location	Instructor	Status	Attendance	Hours	Grade	Action
Dept. of Personnel, O.E.D. D.O.P. GEN DEV - THE FIVE (5) WAVES OF TRUST	01/27/ 2011	GSB Room 1412	LAMOREAUX, ANDREA	N/A	Complete	4.0		View Class Evaluation...
Risk Management Risk Management Performance Problems: Discipline or Fitness for Duty?	11/09/ 2010	DETR LV	Multiple	Pending Eval.	Pending Eval.	3.0	Pending Eval.	Enter Class Evaluation...

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MANDATORY TRAINING REQUIREMENTS

There are training requirements for all levels of employment and some specifically for supervisors and managers.   The charts below lists required (mandated) training classes and as well as training opportunities offered by the Division of Human Resource Management.

Course Name	Required		Authority	Online	Instructor - Led	Sponsoring Division	Credit Hours
	Employee	Supervisor					
Alcohol & Drug Testing Program		X	NAC 284.498 Required within 12 months of supervisory appointment and thereafter every 3 years	X		OED	1
Equal Employment Opportunity (supervisors & managers only)		X	NAC 284.498 "Introduction to Equal Employment Opportunities" online is a prerequisite, both of these classes are required every 3 years thereafter		X	EEO	3
Evaluating Employee Performance		X	NAC 284.498 Required within 6 months of supervisory appointment and thereafter every 3 years	X		OED	1.5
Handling Grievances		X	NAC 284.498 Required within 12 months of supervisory appointment and thereafter every 3 years	X		OED	2
Interviewing & Hiring		X	NAC 284.498 Required within 12 months of supervisory appointment and thereafter every 3 years	X		OED	2
Introduction to Equal Employment Opportunity		X	NAC 284.498 Required within 12 months of appointment and thereafter every 3 years; this is a prerequisite to the instructor-led class	X		EEO	1.5
Risk Management Accident Investigation		X	SAM 0521 Safety Program required within 12 months of appointment and thereafter recommended every 2 years		X	Risk Mgt.	3
Risk Management Basic Office Ergonomics		X	SAM 0521 Safety Program required within 12 months of appointment and thereafter recommended every 2 years		X	Risk Mgt.	3

Course Name	Required		Authority	Online	Instructor-Led	Sponsoring Division	Credit Hours
	Employee	Supervisor					
Risk Management Defensive Driving Class	X	X	SAM 0521 Safety Program required for employees whose job function require driving a state vehicle or personal vehicle for state business. It is required within the first12 months of employment; refresher every 4 years online		X	Risk Mgt.	4
Risk Management Defensive Driving Refresher Class	X	X	SAM 0521 Safety Program required for employees whose job function require driving a state vehicle or personal vehicle for state business. The refresher class is required every 4 years online.	X		Risk Mgt.	2
Risk Management Evaluation and Management tools training		X	SAM 0521 Safety Program required within 12 months of appointment and thereafter recommended every 2 years		X	Risk Mgt.	7
Risk Management Supervisor Safety Training		X	SAM 0521 Safety Program required within 12 months of appointment and thereafter recommended every 2 years		X	Risk Mgt.	7
Risk Management Violence: Recognition & Prevention		X	SAM 0521 Safety Program required within 12 months of appointment and thereafter required every 2 years (Workplace Violence Policy)		X	Risk Mgt.	3.5
Risk Management Worker's Compensation Overview for Managers and Supervisor		X	SAM 0521 Safety Program required within 12 months of appointment and thereafter recommended every 2 years		X	Risk Mgt.	7

| Course Name | Required | | Authority | Online | Instructor-led | Sponsoring Division | Credit Hours |
	Employee	Supervisor					
Sexual Harassment Prevention (New Employees)	X	X	NAC 284.496 Required within first 6 months of employment; first-time in the classroom		X	EEO	3.0
Sexual Harassment Prevention (Revisited)			NAC 284.496 Required every two years	X		EEO	.5
Payroll Certification 2-day course	X	X	NAC 284.504 Required for employees who prepare payroll forms, documents and records (agency payroll clerks, etc) within 6 months of appointment. It is required every two years thereafter		X	Central Payroll	12
Central Records Certification Training (NEW)	X	X	NAC 284.504 Required for all employees who prepare forms for Central Records or Central Payroll within 6 months of appointment. This training is for employees who are new to the personnel arena within any state agency for the State of Nevada or those who were unsuccessful with the online recertification class. The refresher class "Central Records Re-certification" is required every 2 years thereafter and is available online.		X	Central Records	11
Central Records Re-Certification	X	X	NAC 284.504 Required for all employees who prepare forms, documents or records for Central Records every 2 years following the completion of the initial certification.	X		Central Records	3.5

NAC 284.498 Training of supervisory and managerial employees. (NRS 284.065, 284.155, 284.343)
1. Except as otherwise provided in this section:

(a) Within 6 months after an agency initially appoints an employee to a supervisory position or managerial position, the employee shall attend a training class concerning the evaluation of the performance of employees.

(b) Within 12 months after an agency appoints an employee to a supervisory position or managerial position, the employee shall attend at least one training class which has been approved by the Division of Human Resource Management in each of the following areas:
 (1) Equal employment opportunity;
 (2) Interviewing and hiring;
 (3) Alcohol and drug testing;
 (4) Progressive disciplinary procedures; and
 (5) Handling grievances.

2. Every 3 years, a supervisor or managerial employee shall attend training which is approved by the Division of Human Resource Management. Such training must include, without limitation, training classes in each of the topic areas described in subsection 1.

3. The appointing authority, at its discretion, may accept, in lieu of the training required by subsection 1, supervisory or managerial training classes which are approved by the Division of Human Resource Management and taken by the employee during the 12 months immediately preceding his appointment.

4. In addition to the training otherwise required by this section, the Division of Human Resource Management or an appointing authority may require a supervisor or managerial employee to retake any part or all of the training required by this section, or to participate in any additional training or other classes deemed necessary by the Division of Human Resource Management or appointing authority.

5. As used in this section:
 (a) ―Managerial position‖ means a position which is held by an employee who:
  (1) Formally evaluates supervisors;
  (2) Is involved in the hiring and firing of subordinate staff;
  (3) Determines organizational structure within a component of the organization; and
  (4) Develops, monitors and implements policies to accomplish long-range goals.

 (b) ―Supervisory position‖ means a position which is held by an employee who:
  (1) Formally evaluates staff;
  (2) Is involved in the hiring and firing of subordinate staff; and
  (3) Establishes policies which affect the performance or behavior of subordinate staff.

[Personnel Div., Rule X part § F, eff. 1-18-82]—(NAC A by Dep't of Personnel, 10-26-84; 5-27-86; 10-18-89; 3-23-94; R197-99, 1-26-2000; A by Personnel Comm'n by R182-03, 1-27-2004; R056-10, 10-15-2010)

NAC 284.496 Classes and training concerning prevention of sexual harassment. (NRS 284.065, 284.155, 284.343)

1. Within 6 months after an employee is initially appointed to state service, the employee shall attend a certified class concerning the prevention of sexual harassment.

2. At least once every 2 years after his initial appointment to state service, an employee shall attend a certified refresher class or training concerning the prevention of sexual harassment.

3.An appointing authority may require an employee to retake any part or all of the classes or training required by subsections 1 and 2, or to participate in any additional classes or training deemed necessary by the appointing authority.

4. The appointing authority shall retain the proof of completion by an employee of a class or training required by this section.

5. The Division of Human Resource Management will certify the classes and training concerning the prevention of sexual harassment required by this section.
        (Added to NAC by Personnel Comm'n by R096-03, 10-30-2003, eff. 1-1-2004)

NAC 284.504 Certification of employees who prepare forms for Records or Payroll Sections of Division of Human Resource Management. (NRS 284.065**,** 284.155**,** 284.343**)**

    1. An employee of the State who performs the work involving the preparation of forms for the Records or Payroll Sections of the Division of Human Resource Management must be certified in the preparation of forms and the procedures which are used in the respective sections. The certification must be obtained within 6 months of the employee's appointment to the position and is accomplished by the employee's attendance at the appropriate training class which is offered by the Division of Human Resource Management.

    2. Continued certification requires biennial attendance at a Division of Human Resource Management's sponsored class in payroll and records procedures.

    3. The appointing authority and the supervisor of an employee described in subsection 1 are responsible for ensuring that the employee complies with the provisions of subsections 1 and 2.

   (Added to NAC by Dep't of Personnel, eff. 10-26-84; A 7-14-88)

Division of Human Resource Management Information:
The Division of Human Resource Management offers classes to develop all state employee skills.

To assist employees with determining which class topics meet their needs, the classes are categorized by General Development and Basic Supervisor.

The General Development Courses offer all State of Nevada employees the opportunity to enhance their knowledge and skills in regards to a variety of disciplines with the focus of enhancing both their effectiveness and efficiency in the workplace.

The Supervisory Courses offer State of Nevada supervisors and managers the opportunity to enhance their knowledge and skills in regards to the supervision of employees in a variety of complex and unique situations with the focus of enhancing both their effectiveness and efficiency.

GENERAL DEVELOPMENT COURSES

Course Name	Online	Instructor-Led	Credit Hours
5 Waves of Trust		X	4
Basic Business Writing		X	7
Communication: Back to Basics		X	3.5
Communication: Listen Up		X	3.5
Customer Service: Practices		X	3.5
Emotional Intelligence		X	4
It's All About Attitude/It's All About Me		X	3.5
Mixing Four Generations in Workplace		X	4
Orientation to State Employment	X		2
Peer Today, Boss Tomorrow		X	7
Valuing Diversity		X	4

BASIC SUPERVISOR COURSES

Course Name	Online	Instructor- Led	Credit Hours
Coaching for Supervisors		X	3.5
Communication: What's My Style		X	3.5
Conflict Resolution for Supervisors		X	3.5
Decision Making for Supervisors		X	3.5
Delegation for Supervisors		X	3.5
Leadership for Supervisors		X	3.5
Lost in FMLA, ADA, and Catastrophic Leave		X	3.5
Motivation for Supervisors 2.0		X	7.5
Team Building for Supervisors		X	3.5
Work Performance Standard Workshop (Prequisite: Evaluating Employee Performance online course)		X	7
Managing Four Generations In the Workplace		X	4.0